



# Training Opportunity

<b>Course Title:</b>	<b>Handling Difficult and Demanding Customers</b>
<b>Date(s)/Time:</b>	<b>September 29, 2004 830am-400pm</b>
<b>Location:</b>	<b>Hilton Inn 401 Williams Avenue, Huntsville, AL Event #1403332</b>
<b>Tuition:</b>	<b>\$128* (Special rate only when registering thru SC CPOC)</b>
<b>Vendor:</b>	<b>National Seminars</b>
<b>Course Manager:</b>	<b>Louise Olszewski at <a href="mailto:Louise.Olszewski@cpocscr.army.mil">Louise.Olszewski@cpocscr.army.mil</a> 256 842-6670/DSN 788-6670</b>
<b>Cancellation Policy</b>	<b>If reservation is cancelled, credit is given for a future seminar or you may substitute another employee.</b>

**Who Should Attend:** Any professional eager to learn how to effectively respond to all types of difficult internal and/or external customers through proactive service techniques. Employees in a customer contact position who wants to handle difficult people better, resolve complaints faster and cope with job stress and frustration. Reap the career benefits that come to those who know how to communicate effectively and diplomatically.

## **Course Description:**

- Recognizing and changing customer behavior patterns
- Specific phrases you can say to calm different types of people
- Why a strategy that works on one difficult person may be disastrous in another
- Keep angry customers from taking their frustrations out on you
- Bring out the best in people who are genuinely upset
- Become known as a problem-solver and transform conflict into cooperation
- Feel less stress on the job and resolve complaints faster

## **Registration Information:**

**Registration Deadline: September 15, 2004**

Participants should follow local procedures for securing approval to attend this course. After receiving approval, contact Louise Olszewski at [Louise.Olszewski@cpocscr.army.mil](mailto:Louise.Olszewski@cpocscr.army.mil) for a space in the course. Your organization's Credit Card Holder should complete and fax the attached payment authorization sheet to Louise Olszewski prior to the course start to enter your name on the course roster.

## **Additional Information:**

\*The price quoted in this announcement is only available through the SC CPOC course manager. Employees should fax a copy of training certificate to course manager to receive credit in DCPDS training record. Fax number is 256 876-3627/DSN 746-3627.

## South Central Region Human Resources Development Payment Authorization Sheet

This document confirms approval of the following individual(s) to attend this training program and authorizes the vendor to charge the listed tuition amount to the attendee's organization. **If multiple employees are attending from the same organization attach a separate sheet listing each additional employee's name, phone number and e-mail address.** Fax completed document(s) to: **256-876-3627 (DSN 746-3627)**. If you have questions, please call Louise Olszewski, 256 842-6670 (DSN 788).

**Course:** Handling Difficult and Demanding Customers  
**Training Location:** Hilton Inn  
401 Williams Avenue, Huntsville, AL Event #1403332

**Start Date:** September 29, 2004      830am-400pm  
**Tuition:** \$128  
**Vendor:** National Seminars

**Employee Name:**  
**Organization:**  
**Installation:**  
**Phone number:**  
**FAX number:**  
**E-Mail Address:**

**Cardholder Name**  
**Cardholder phone number**  
(commercial number with area code)

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**Payment Information**      ☐

Please charge the tuition amount to:  
Purchase Card #:

\_\_\_\_\_

Expiration Date \_\_\_\_\_

☐

Please contact the cardholder listed above to obtain  
purchase card information.

**Receipt Information**      ☐

I do not require a receipt for this service **OR**

☐

Please send receipt to (provide address, fax and/or  
e-mail):

E-Mail (Optional)

\_\_\_\_\_

Commercial FAX Number (Optional):

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Signature of purchase card holder

\_\_\_\_\_  
Date